COMPLIANCE MONITORING SYSTEM
USER INSTRUCTIONS
Updated 2/19/2010

Read these User Instructions fully and carefully <u>before</u> you begin. Print and refer to them as you are using the CM System. If you need assistance, please contact a HOME program compliance officer by calling 1-800-657-3701.

Property owners/agents must report <u>all</u> activity in HOME-assisted units, including move-ins, annual re-certifications, move-outs, and transfers to different units. For example, if Tenant A moved into unit 101 on 3/1/2009, moved out on 9/30/2009, and Tenant B moved into unit 101 on 12/31/2009, you must report a move-in for Tenant A, a move-out for Tenant A and a move-in for Tenant B since all of that activity occurred in unit 101 in 2009.

Owners of HOME Rental Rehab properties may have already reported some of 2009's activity to the local HOME administrator that has been monitoring your property until now. To transition into calendar year reporting, the information you will report to Minnesota Housing for 2009 will be activity that has occurred since your last report to the local HOME administrator through 12/31/2009 (e.g., if the last report was for activity from 7/1/2008 to 6/30/2009, then you will report activity from 7/1/2009 to 12/31/2009).

A.   Log On to Compliance Monitoring System

1.   Enter the Username and Password exactly as it appears in the document you received.

2.   Point and click on the Log On button.

3.   You will be prompted to re-set the Password the first time you log on.

4.   **Write down and keep your new Password in a safe place as you will need it for future logins.** Passwords expire every 90 days and you must contact your compliance officer for a new one when it expires or if you forget or lose your password.

5. You will be prompted to log on again using the above Username and the new Password you re-set.

6. Point and click on the Log On button.

IMPORTANT: For security purposes, the CM System is set to "Time-Out" after 10 minutes if there is no activity.   If this happens, you must log in again.

B.   Navigating Property Info, Building/Unit, Tenants tabs:

1. Click on the *Property Info* tab.   You will see only your property. If you own more than one HOME-funded property monitored by Minnesota Housing you may see all of your properties on an additional tab titled *Properties*. See the **Helpful Hints** section below for more information.

2. Notice the other tabs next to the *Property Info* tab.

Property Info	Buildings/Units	Tenants
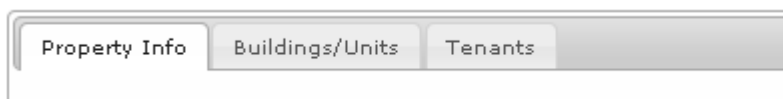
3. Click on the second tab, titled *Buildings/Units*.   You will see the address(es) for the building(s) in the property.

4. Click on the underlined link for the building address containing HOME unit(s) you are reporting. The building(s) and unit(s) for the property were set up based on owner's most recent compliance report. If information is incorrect, please contact your HOME compliance officer. Note that when we set up your property, if the Total Sq Ft Area for a unit was unknown, we entered a "1".   For properties with fixed HOME units, we do not need to correct the square footage field. For properties with floating HOME units, please advise your HOME compliance officer of the correct unit square footage. If you are not sure if your HOME units are fixed or floating, please see **Helpful Hints** below.

5. If there is more than one building, start with the first building and navigate back to the *Building/Units* tab when you are ready to report units in the next building. If you see an extra building called *Section 8*, please ignore it.

6. The Tenants tab will display the tenant activity that you report, as shown below.

Unit Nbr	Nbr Bedrooms	Tenant	Initial Cert	Last Cert	Move-In Date	Move-Out Date	Trans-In Date	Trans-Out Date
103	1 Bedroom	Doe, Jane		02/01/09	02/01/08			

7. If you do not see the Property Info, Building/Unit and Tenant tabs, click the *>>Property>>* link at the top of the page, below the Minnesota Housing logo. This will bring you back to the screen where the tabs appear.

C. Reporting a Move-in:

1. In the *Building/Units* tab, in the bottom section titled **Building Units**, find the unit for which you are reporting tenant data.

2. Click on *Edit*. This opens the unit screen.

Building Units

Unit #		Nbr Bedr
101	Edit	1 BR
102	Edit	1 BR

3. In the section toward the bottom titled *Current Tenant Data*, click on the *Setup Tenant* link.

Current Tenant Data

(Unit Unoccupied)

Setup Tenant

4. This opens the *Household Data* screen.

Enter Household Data

Activity*: ○ Initial Certification ○ Annual Recertification   Effective Date*: [   ]

Move-In Date*: [   ]

Head of Household
Last Name*: [   ]   First Name*: [   ]
Race: ☐ White ☐ Black/African American ☐ American Indian/Alaska Native ☐ Native Hawaiian/Pacific Islander ☐ Asian

Ethnicity: [▼]   Head of Household Gender: [▼]   Head of Household Date of Birth: [   ]

Household Characteristics
☐ Homeless   ☐ Homeless for at least 12 months or more than 4 times in 3 years
Number of occupants age 18 and over*: [   ]   Number of occupants under age 18*: [   ]
☐ At least one occupant is Mobility Impaired   ☐ At least one occupant is Disabled
Gross Annual Household Income*: [   ]   Main Source of Income: [▼]

Tenant Contribution*: [   ]   Utility Allowance*: [   ]   Non-Optional Charges*: [   ]
Rental Assistance Amount*: [   ]   Assistance Type: [No rental assistance ▼]

[Create]
Cancel

5. For *Activity*, click on the circle to the left of *Initial Certification*.

6. Enter the *Effective Date* or select from the pop-up calendar. The *Effective Date* will be the same as the *Move-In Date*, which you will enter in the box below.

7. Complete the sections for *Head of Household* and *Household Characteristics* from the household's Tenant Survey, lease, and other move-in records. **IMPORTANT:** You must enter information in all of the fields with a red asterisk (*), even if the value is zero (e.g., if the unit does not receive rental assistance, you must still enter 0). You will not be able to save the record until all required data is entered.

8. Enter the rent and other :

    a. *Tenant Contribution* is the monthly amount the tenant is required to pay for rent under your lease. The tenant contribution plus rental assistance should equal the contract rent.

    b. *Utility Allowance* is an estimated cost for tenant-paid utilities, based on unit size, type, and location. To find current Utility Allowances for your property, see the **Helpful Hints** section below.

    c. *Non-optional Charges* are any additional monthly fees that you require such as month-to-month lease fees, where applicable.

    d. *Rental Assistance Amount* is the amount paid on the tenant's behalf under a state or federal rental assistance program such as Section 8 or Rural Development. If the household receives rental assistance you *must* designate whether it is project-

based (property has a contract for rental assistance) or tenant-based (tenant receives a voucher) by using the pull-down menu under Assistance Type.

9. Demographic data, such as race, ethnicity, gender, homeless status, etc., is requested but not required. If the household has provided some or all of this information, enter it in the appropriate spaces. If not, leave the fields blank. For *Race*, click on all that apply. Please note that Minnesota Housing reports on the demographics of populations served by our loan programs to our Board of Directors and the MN Legislature.

10. When all information has been entered, click on the *Create* button at the bottom of the screen to save the record. Here is a sample of what a completed move-in tenant record would look like:

11. Click on *Return to Property Display* at the top right-hand side of the screen. This will return you to the *Property Info* screen.

12. Click on *Building/Units* tab to navigate back to the same or a different building to report the next household.

D. Reporting an Annual Re-Certification:

1. In the section titled *Building Units*, find the unit for which you are reporting tenant data and click on <u>*Edit*</u>. This opens the unit screen.

2. In the section titled Current Tenant Data, click on the <u>*Setup Tenant*</u> link.

3. This will open the *Household Data Screen*.

4. Next to *Activity*, click on the circle to the left of *Annual Recertification*.

5. Enter the Annual Recertification Effective Date from the current Tenant Survey or select the date from the pop-up calendar. Note that in order to be in full compliance with HOME, the annual recertification must not be later than one year from the previous certification.

6. Enter the *Move-In Date*. This will be the date the HOME-qualified household moved into the unit.

7. Complete the sections for *Head of Household* and *Household Characteristics* from the household's Tenant Survey, lease, and other records. You *must* enter information in all of the fields with a red asterisk (*), even if the value is zero (e.g., if a unit does not receive rental assistance, enter 0). You will not be able to save the record until all required data is entered.

8. Enter rent amounts.

   a. *Tenant Contribution* is the monthly amount the tenant is required to pay for rent under your lease. The tenant contribution plus rental assistance should equal the contract rent.

   b. *Utility Allowance* is an estimated cost for tenant-paid utilities, based on unit size, type, and location. To find current Utility Allowances for your property, see the **Helpful Hints** section below.

   c. *Non-Optional Charges* are any additional monthly fees that you require such as month-to-month lease fees, where applicable.

   d. *Rental Assistance Amount* is the amount paid on the tenant's behalf under a state or federal rental assistance program such as Section 8 or Rural Development. If the household receives rental assistance you *must* designate whether it is project-based (property has a contract for rental assistance) or tenant-based (tenant receives a voucher) by using the pull-down menu under Assistance Type.

9. Demographic data, such as race, ethnicity, gender, homeless status, etc., is requested but not required. If the household has provided some or all of this information, enter it in the appropriate spaces. If not, leave the fields blank. For race, click on all that apply. Please note that Minnesota Housing reports on the demographics of populations served by our loan programs to our Board of Directors and the MN Legislature.

10. When all information has been entered, click on the "*Create*" button at the bottom of the screen to save the record. This is what a completed recertification record will look like:

Household Data

Initial Certification Date: _____   Annual Re-Certification Date: 2/1/2009 _____

Move-In Date: 2/1/2008 _____   Move-Out Date: _____   Transferred-In Date: _____

Head of Household

Last Name: Doe _____   First Name: Jane _____

Race: ☑ White   ☑ Black/African American   ☐ American Indian/Alaska Native   ☐ Native Hawaiian/Pacific Islander   ☐ Asian

Ethnicity: Hispanic/Latino _____   Head of Household Gender: F _____   Head of Household Date of Birth: 3/6/1949 _____

Household Characteristics

Homeless: N _____   Homeless at least 12 mo.: N _____

Number of occupants age 18 and over: 1 _____   Number of occupants under age 18: 1 _____

At least one occupant is Mobility Impaired: N _____   At least one occupant is Disabled: N _____

Gross Annual Household Income: 12567 _____   Main Source of Income: Salary Wages _____

Tenant Contribution: 450 _____   Utility Allowance: 75 _____   Non-Optional Charges: 0 _____

Rental Assistance Amount: 100 _____   Assistance Type: Tenant-based assistance _____

Total Rent Amount: 625 _____

E.   Reporting a 2009 Move-out.

To report a household that moved-out in 2009, you must first report that the tenant occupied the unit by entering their most recent certification. This will be a Move-in if the household has lived in the property for less than one year, or an Annual Re-Certification if the tenant has lived in the property for more than one year. Follow the applicable Annual Recertification or Move-in instructions above.

1. Once the household has been reported as occupying the unit, click on the tab titled *"Buildings/Units"*. Select the building again, and in the *Building/Units* section you will see a status of "O" for occupied, under the heading "*Occ*?", followed by the tenant name.

Building Units

Unit #		Nbr Bedrooms	Sq Ft	Accessible	Visual Imp	Hearing Imp	Spl Needs	Occ?	Tenant	Unit-History
101	Edit	1 BR	500	N	N	N	N	O	Smith, John	Unit-History

2. Click on the tenant name, and the record for that household will reappear.

3. In the upper, right hand corner, click on the "*Move Out*" link.

Compliance Home » User Home » Property » Tenant »

                 Return to Property Display   Move Out   Transfer Out   Re-submit

4. A pop-up will appear, asking for the move-out date. Enter the move-out date or select the date from the pop-up calendar.

5. Click OK.

6. Click on *Return to Property Display* and you will return to the tabs where you can navigate to the same or another building.

7. If a new household occupied the unit before 12/31/2009, report the move-in following the instructions for **Move-in**.

F. Reporting a 2009 unit transfer:

Report a Unit Transfer if a household has transferred from one HOME-assisted unit in the property to another. Do not report it as a move-out and a move-in.

1. First report the household's most recent certification in the unit the household previously occupied. For example, Household A, a longtime resident, was last recertified in unit 101 on 6/1/2009.   On 11/1/2009, Household A transferred to unit 202.   Report the recertification for Household A in unit 101, following the steps above for **Reporting an Annual Recertification**. If the resident was not a longtime resident and has only an initial certification on file, follow the steps above for **Reporting a Move-in**.

2. Click on *Return to Property Display* at the top of the screen, and then click on the *Buildings/Units* tab. Select the building again, and in the *Building/Units* section you will see a status of "O" for occupied, under the heading "*Occ*?", followed by the tenant name.

3. Click on the tenant name, and the information you entered for that household will reappear.

4. In the upper, right hand corner, click on the *Transfer Out* link.

5. A pop-up will appear, asking for the building and unit to transfer to, as well as the Transfer Out date.   Using the arrows, select both the building and unit that the household has transferred to, and enter the date the household transferred out of the unit (or select the date from the pop-up calendar).   Note that the system will not allow you to transfer a household into a unit that is already occupied. If you reported a household in the unit this household is transferring in to, you must first report the move-out of the prior household, following instructions above for **Reporting a Move-out**.

6. Click *OK*.

7. Now, click on *Return to Property Display* and you will be returned to the *Property Info* tab where you can navigate to the same or another building by clicking on the *Building/Units* tab.

8. If a new household occupied the now vacant unit before 12/31/2009, report the move-in following the instructions above for **Reporting a Move-in**.

G.   Correcting a reporting error:

1. If you discover that you have made an error in reporting, and/or you do not see the *Property Info*, *Building/Unit* or *Tenant* tabs, navigate to the >>*Property*>> link at the top of the page, below the Minnesota Housing logo.

2. Once you see the tabs, click on the *Tenants tab*.

3. You will see a list of the households you reported with their certification, recertification, move-in, move-out and/or transfer dates. Click on the tenant name for the household you wish to correct. The *Tenant Details* screen will appear.

4. To correct any information except a Move-out or Transfer Date, click on the *Re-submit* link.

5. This will allow you to make changes to the certification and demographic data reported. Note that you must click either the Initial Certification or Annual Recertification button and enter the same Effective Date. **IMPORTANT**: If you enter the same Effective Date, the system will note it as a correction to the existing record. However, if you enter a different Effective Date, the system will see it as an additional certification. This may cause confusion so please be careful!

6. When finished, click the Save button at the bottom of the screen.

7. To correct a Move-out date, click on *Move Out* and a pop-up will appear where you can change the move-out date. When finished, click *OK*.

8. To correct a Transfer Out, click on *Transfer Out* and a pop-up will appear where you can change the unit the household transferred to, or the date. When finished, click *OK*.

H.   Log Off:

When you are finished reporting to Minnesota Housing, click "*Log Off*" in the upper, right-hand corner of the screen.   If you are unable to report all of your HOME units in one session, you may log in at any time and finish any remaining units.

Remember, after the reporting deadline the and tenant information reported in the CM System and the mailed in Deferred Loan Owner Certification will be reviewed to determine whether your property was in compliance. If any information is missing, incomplete or appears to be out of compliance, owner will receive a notice of noncompliance with a short period of time to make corrections and submit evidence of correction.

You may log on to the CM System and report subsequent activity at any time. You do not have to wait until the next reporting deadline to enter compliance information.

I.   Forgot Username or Password?

Contact a HOME Compliance Officer by calling 1-800-657-3701. A new Username and/or Password will need to be re-set by our Information Technology staff. You will be contacted with the new Username and/or Password when this process is complete.

J.   Helpful Hints:

Fixed or Floating HOME Units: All HOME rental properties are designated as having fixed units or floating units. HOME Rental Rehab properties where 100% of the units are HOME-assisted are considered fixed unit properties. Unless otherwise specified in the property's legal documents, all other properties have floating HOME units. For information on maintaining rent & income compliance in fixed and floating units, please refer to the HOME Rental Rehabilitation Program Compliance Manual, available on Minnesota Housing's website.

Owners with more than one HOME-funded property: If you own more than one HOME-funded property monitored by Minnesota Housing you may see all of your properties on the tab titled *Properties*. Because the Username and Password are assigned to each unique owner, properties must be owned under the *same name* in order for more than one property to display with the same Username and Password. To see properties owned under different names you will need to login with the Username and Password assigned to the property owner. For example, you are general partner of ABC Partnership that owns Property A <u>and</u> XYZ Partnership that owns Property B. Even though you are general partner of both Property A and B, ABC Partnership and XYZ Partnership are different property owners; therefore, you need the Username and Password for ABC Partnership to report on Property A, and the Username and Password for XYZ Partnership to report on Property B.

Utility Allowance: Utility Allowance is a required Household Characteristics field and is an estimate of tenant-paid utilities based on unit size and type. To find the Utility Allowances for your property, contact the local housing authority for your county or city. They should have a list of allowances broken down by each utility (electricity, gas heat, water, etc.). Calculate your total Utility Allowance by adding the costs listed for any utilities paid by your tenant. For

example, if all utilities are paid by the owner (not the tenant) except water ($15) and cooking gas ($19), the total Utility Allowance will be $34.

Initial Certification vs. Annual Recertification: When a new tenant first moves into the property, the owner must perform an initial certification of the tenant's income, which includes collecting evidence for verification. The initial certification can be used for Reporting a Move-In.   Existing tenants need their incomes and data recertified on an annual basis.   This information can be used for Reporting an Annual Recertification. For more information on the process of performing tenant certifications, please refer to the HOME Rental Rehabilitation Program Compliance Manual, available on Minnesota Housing's website.